

For: County Offices

Potential WebCAAF Registration Issues

Approved by: State Executive Director



1 Overview

A Purpose

The purpose of this notice is to provide Potential WebCAAF Registration Issues to FSA Service Centers.

2 WebReg (old registration process)

The WebReg activation site will be available until Friday, December 19, 2003, to assist customers with activation if WebReg was used for the original registration. After that date, all registration processes must be completed via the new eAuthentication process.

Case 1:

For customers who:

- have a temporary ID
AND
- have temporary password
BUT
- have not gone to activation site (<https://webreg.sc.egov.usda.gov/activate>)

These customers have until Friday, December 19, 2003 to activate. If the activation is not completed by this time, customers must start over and follow the new eAuthentication process.

Continued on next page

Disposal Date	Distribution
November 1, 2004	Regular

Case 2

For customers who:

- have temporary ID
BUT
- have not received their temporary Password (usually mailed within 30 days of application date)
AND
- have not gone to activation site

These customers have until Friday, December 19, 2003, to activate. Advise the customer to call the Help Desk at 1-800-457-3642 from the WebReg activation site and request "Tier 2" assistance for their temporary password.

Case 3

For customers who:

- have no temporary ID
AND
- have not received their temporary password
AND
- have not gone to activation site

These customers should use the new eAuthentication registration process. Advise the customer to go to www.eauth.egov.usda.gov for guidance.

Passwords

Existing customers with passwords assigned under WebReg will be able to use that password until it expires. They will then be required to establish a new password.

3 WebCAAF-SR / WebCAAF-SC

Case 1

For customers who:

- have turned in their AD-2016 to local service center office (hand-delivered or notarized and faxed/mailed)
AND
- have provided an email address to the office staff
AND
- have responded to confirm the email address

The AD-2016 is no longer required. These customers will be sent an email to prompt them to go to a site and to add their date of birth (DOB). This will then give them a Level 1 credential. Customers then have the option to go to www.eauth.egov.usda.gov, go to Level 2, and

Continued on next page

AR NOTICE IRM - 30

complete their profile (DOB, mother's maiden name, PIN, etc.) and generate an ID and password. Then they will need to go to the Service Center office to be identity proofed. The local LRA will then be allowed to give them Level 2 credentials.

Case 2

For customers who:

- have turned in their AD-2016 to local service center office (hand delivered or notarized and faxed/mailed)
AND
- have provided an email address to the office staff
BUT
- have **not** responded to confirm the email address
AND
- completed the steps above on Oct. 11, 2003 or after

These customers have 10 days to confirm their email address. When this is completed, they then follow the procedures outlined in Case 1 above.

If the email is NOT confirmed within 10 days, these customers must start over and re-register using the new eAuthentication registration process.

Case 3

For customers who:

- have turned in their AD-2016 to local service center office (hand delivered or notarized and faxed/mailed)
AND
- have provided an email address to the office staff
BUT
- have NOT responded to confirm the email address
AND
- completed the steps above before October 11, 2003

These customers must use the new eAuthentication registration process. Any data provided in WebCAAF-SR before October 11, 2003, has been removed and is unavailable. Advise the customer to go to www.eauth.egov.usda.gov for guidance.